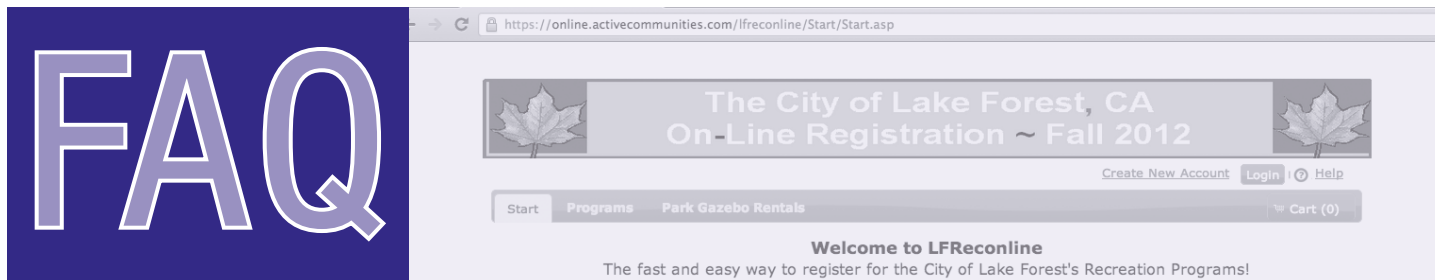


Frequently Asked Questions When Registering Online at online.activecommunities.com/lfreconline



❑ What are the steps in registering for a class or program online?

To register for a program online, please follow this link: online.activecommunities.com/lfreconline. This will take you to our startup page. Make sure to log in first, then you can search activities. Enter the activity number of the class or classes you are interested in. (Please note that online we refer to an activity number as a barcode.) In order to register for any program online, you must have your login info entered. You can access the online site 24/7 and pay by credit card, which makes this process so very convenient!

❑ How do I set up a family account?

Please select the Create A New Account function after accessing the online registration start-up page at online.activecommunities.com/lfreconline. You can also call us directly at (949) 461-3450 during regular business hours to set up a family account.

Use this space to record your login info and keep it handy for future use:

Internet login ID _____

Account PIN # _____

❑ Can I change my login and PIN numbers to make them easier to remember?

No, this is not possible. Each person is assigned a unique set of login and account PIN numbers generated by our CLASS software. **If you forget this login info, please contact us or select the Retrieve Login Info link under My Account and your info will be emailed to you.**

❑ Can I add members of my family to my account or change my personal info such as address and contact phone number?

Please call our office directly at (949) 461-3450 to add family members to your account or change other contact info. We will be happy to help you during normal business hours.

❑ Are there any classes or programs I can't register for online?

Yes, certain programs are not available for online registration and are detailed in our Leisure Times publications. You will, however, be able to view class

details online. When online registration is not available, we ask that you mail or walk in your registration form with cash or check payment.

❑ Can I use the online registration site even if I'm a non-resident?

Yes. Non-residents are welcome to use the online registration function as well. Typically, non-resident registration is a week later than residents during the beginning of each seasonal registration period, and we do apply a \$5 non-resident fee to our recreation classes.

❑ Can I sign up for a class online after it's already started and get a pro-rated fee?

No, once a class has begun, you must walk in your registration to our office. (Please note that we accept only cash and checks at City Hall for payment.) We highly recommend you call us first to ensure that the class is still available. We do not pro-rate any of our classes.

❑ If I change my mind, can I withdraw from a class and request a refund online?

No, please contact us directly to withdraw your class registration. There is a \$10 administrative fee for withdrawing from a class. In the case that the City needs to cancel a class, you will receive a full refund in the form of a check. It will take 2-3 weeks to receive your refund, whether it is partial or the full amount.

❑ Will I receive a confirmation online for each class or program I register for?

Once you register for a class or program, your name will show up on our class roster for that activity. We do not automatically send you a confirmation receipt. You can print your own receipt, however, when you have completed your transaction for any particular program.

❑ What is the Active Advantage program info I see when completing my transaction online?

Toward the end of your transaction, you may see a pop-up appear on joining the Active Advantage program. This is an optional membership and you are not required to agree to this. The City of Lake Forest is not affiliated with and does not endorse this program.